



# SERVING AMERICA'S VETERANS

Department of Veterans Affairs

OCTOBER 1, 2021 - DECEMBER 31, 2021

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q1

VA'S COVID-19 RESPONSE



**1.3M+** Vaccine Doses Administered (including boosters)  
**890K+** People Fully Vaccinated by VA  
**1.2M+** Veterans Vaccinated by VA or by Others (at least one dose)



**6K+**  
COVID-19 Tests  
Completed



**4.6M+** Unique VA Health Care Patients



**27M+** Clinical Encounters  
**17M+** Presumed In-Person Appointments  
**8M+** Telehealth/Telephone Appointments  
**1M+** Community Care Referrals



**79%** Veteran Trust in VA  
**90.1%** Trust in VA Health Care  
**540K+** Surveys Received



**14M+** Calls Answered by VA Contact Centers (FY 2022 Q1)  
**169K+** Calls to Veteran Crisis Line (1-800-273-8255 and Press 1)  
**36K+** Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)



**38,471** Veterans and Family Members Interred with Honor



**30M+** Visitors to VA.gov  
**3M+** Logged In Users  
**400K+** Form Submissions  
**4M+** Visitors to [Blogs.VA.gov](https://blogs.va.gov)  
**30M+** [#VetResources](https://www.vetresources.com) Newsletter Emails Opened  
**434K+** Visitors to VA's [Event Calendar](https://www.va.gov/event-calendar)



**10K+** New Employee Hires



**383K+**  
VA Disability and  
Pension Claims  
Completed



**20,469**  
Veterans Appeals  
Decisions  
**8,025** Hearings Held



**787K+**  
Education Benefits and  
Supplemental Claims  
Completed



**23K+**  
Insurance Claims  
Completed



**256K+**  
Home Loans  
Guaranteed



**4K+**  
Veteran Readiness and  
Employment (VR&E)  
Positive Outcomes

## MAJOR ACCOMPLISHMENTS



**OCTOBER 13, 2021**

Military retirees, disabled Veterans to see largest pay raise in decades for 2022.



**OCTOBER 26, 2021**

VA begins paying new Gulf War toxic exposure compensation.



**NOVEMBER 8, 2021**

VA and Heroes Foundation create employment opportunities for Veterans.



**NOVEMBER 11, 2021**

Benefits for military burn pit victims could expand dramatically under White House plan.



**NOVEMBER 23, 2021**

VA and Indian Health Service broaden scope to serve American Indian and Alaska Native Veterans.



**DECEMBER 14, 2021**

VA strengthens care for Veterans impacted by intimate partner violence and sexual assault.

**OCTOBER 7, 2021**

Millions in adaptive sports grants help disabled Veterans with rehabilitation goals.



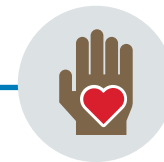
**OCTOBER 14, 2021**

VA adopts new artificial intelligence strategy to ensure trustworthy use of technology for Veteran care.



**NOVEMBER 2, 2021**

New strategy outlines five priorities for reducing military and Veteran suicide.



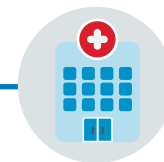
**NOVEMBER 10, 2021**

VA accesses resources to increase housing assistance for vulnerable Veterans.



**NOVEMBER 15, 2021**

VA updates disability rating schedules for genitourinary and cardiovascular systems.



**DECEMBER 13, 2021**

Customer Experience tech improvements highlight Biden Executive Order.



**DECEMBER 22, 2021**

Moran's GI Bill fix to extend Veterans' educational benefits signed into law.



Download the  
[VA Welcome Kit](#)

Call us  
1-800-MyVA411 (1-800-698-2411)

# VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2022 Q1



**Current VA-Wide Trust Score: 79%** (↑ 3.0%)



**Male Veteran Trust 79.8%** (↑ 3.4%)

<30 **62.5%** (↑ 0.4%) 50-59 **79.8%** (↑ 2.3%)  
30-39 **58.7%** (↑ 0.9%) 60+ **86.6%** (↑ 0.3%)  
40-49 **69.3%** (↓ 0.4%)



**Female Veteran Trust 72.3%** (↑ 1.3%)

<30 **66.8%** (↓ 7.4%) 50-59 **77.3%** (↑ 2.7%)  
30-39 **60.0%** (↓ 2.5%) 60+ **82.5%** (↓ 1.2%)  
40-49 **69.0%** (↑ 6.7%)



## Trust by Race and Ethnicity

\*Data from VHA Outpatient Survey. Data will be sourced from VA-wide Trust Survey next quarter.

American Indian or Alaskan Native **86.1%** ↑

Asian **96.1%** ↑

Black or African American **90.4%** ↑

Native Hawaiian or Pacific Islander **89.4%** ↑

White **91.9%** —

Hispanic or Latino **91.5%** ↑

Not Hispanic or Latino **91.7%** ↑

## VA-WIDE CUSTOMER EXPERIENCE DRIVERS\*\*



**EASE**  
**73%** (↑ 3.0%)



**EFFECTIVENESS**  
**78%** (↑ 3.0%)



**EMOTION**  
**76%** (↑ 3.0%)



**EMPLOYEE HELPFULNESS**  
**9.1** ↑



**EQUITY AND TRANSPARENCY**  
**9.1** —



**QUALITY**  
**9.3** —



**SATISFACTION**  
**9.3** ↓



**SIMPLICITY**  
**9.0** —



**SPEED**  
**8.6** ↓

\*\*Incorporating most VSignals VHA/VBA/NCA/Board surveys.

## TOP COMPLIMENTS



- ✓ Quality of Care
- ✓ Cleanliness of Facility
- ✓ Interactions with Staff
- ✓ Specialty Care Satisfaction
- ✓ Nutrition Services

## TOP CONCERNS



- ✗ Appointment Cancellation by VA
- ✗ General MISSION Act Feedback
- ✗ Scheduling an Appointment for Initial Visit
- ✗ Cancellation of VA Prescriptions
- ✗ Scheduling an Appointment

**APPOINTMENTS**  
**58.2%** (↓ 5.1%)

**MISSION ACT**  
**42.1%** (↓ 1.9%)

**PRESCRIPTIONS**  
**81.4%** (—)

Arrow and change is compared to last quarter's trust report.

KEY: ↑ positive, ↓ negative, or — neutral.

## VA CALL CENTER EXPERIENCE



### Trust

"I understood the information provided by the [Agent]." **7.3** ↓



### Simplicity/Speed

"I waited a reasonable amount of time to speak to a [Agent]." **8.1** —



### Efficiency/Speed

"The [Agent] took a reasonable amount of time to address my need." **8.0** —



### Employee Helpfulness

The [Agent] I interacted with was helpful." **8.7** ↑



### Quality

The issue that I contacted [Contact Center] about on [Call Date] was resolved." **7.3** —



### Satisfaction

"I am satisfied with the service I received from the [Contact Center]." **7.6** ↓

## VSIGNALS SURVEY DATA

2016 - FY2022 Q1



**48,962,816**

VSIGNALS Surveys Sent (total)



**8,253,374**

VSIGNALS Surveys Received (total)



**2,820,175**

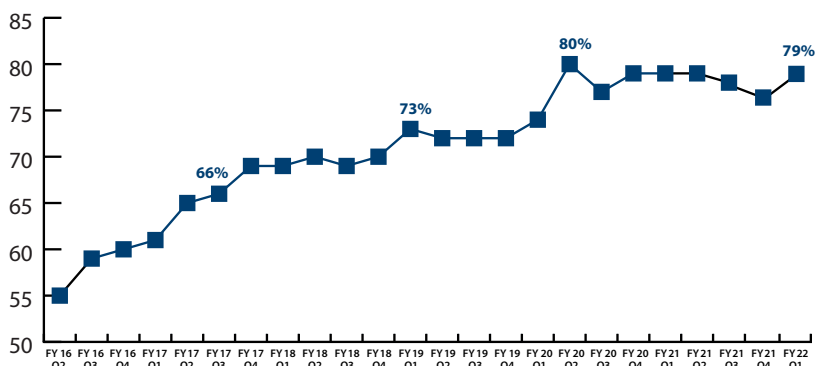
Free-Text Responses (total)



**107**

Active VSIGNALS Surveys (current)

### VA-Wide Trust Over Time



## COVID-19 SURVEY SUMMARY



### CONFIDENCE/TRUST

**91.5%** (↑ 0.8%)



### QUALITY

**93.0%** (↑ 1.6%)



### EASE/SIMPLICITY

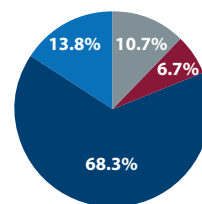
**65.5%** (↑ 4.5%)



### EMPLOYEE HELPLESSNESS

**92.3%** (↑ 2.0%)

### PREFERENCE OF CARE



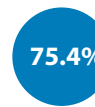
VIDEO  
TELEHEALTH  
**11.9%**

IN-PERSON  
**67.1%**

PHONE  
**6.1%**

NO PREFERENCE  
**14.2%**

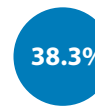
## Top 3 Reasons for Getting Vaccinated



**IT'S THE BEST WAY TO  
PREVENT ME FROM GETTING  
SICK FROM COVID-19**



**IT'S THE BEST WAY TO  
PREVENT OTHERS FROM  
GETTING COVID-19**



**IT WILL CONTRIBUTE TO  
ENDING THE COVID-19  
PANDEMIC**

2,060 Veterans responded to a COVID-19 Survey from October 1 – December 31, 2021. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

Arrow and change is compared to last quarter's trust report.

KEY: ↑ positive, ↓ negative, or — neutral.